

YEAR 2002 COLLECTIONS FRANKLIN COUNTY CSEA

ADC	\$ 1,901,570.70
Non ADC	110,119,869.87
Non IV-D	68,013,787.01
Sub Total	\$ 180,035,227.58
Processing Charges	1,981,170.28
Total	\$ 182,016,397.86
IRS Offset	\$ 4,900,753.79
State Offset	817,766.32
Unemployment Compensation	2,116,007.20
Wage Withholding	140,461,307.44
Collections other means by County	26,404,680.96
Cash	3,259,034.53
Collections from other State IV-D Agencies	2,075,677.34
Sub Total	\$ 180,035,227.58
Processing Charges	1,981,170.28
Total	\$ 182,016,397.86

CASELOAD STATISTICS AS OF DECEMBER 31, 2002

Public Assistance Cases	13,704
Former Public Assistance Cases	11,970
Non-Public Assistance Cases	51,174
Title IV-E Cases	157
Arrears Only Cases	5,127
Non IV-D Cases	9,212
Total Number of Cases	91,344

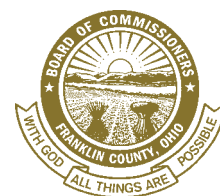
COLLECTIONS/OPERATING COSTS RATIOS

Year 2002: \$12.17 collected for every CSEA dollar spent
 Year 2001: \$12.28 collected for every CSEA dollar spent
 Year 2000: \$11.97 collected for every CSEA dollar spent

Visit our Web site at www.co.franklin.oh.us

Franklin County Board of Commissioners
 Arlene Shoemaker • Dewey R. Stokes • Mary Jo Kilroy

Franklin County Child Support Enforcement Agency
 80 East Fulton Street, 1st Floor, Columbus, OH 43215



To the Citizens of Franklin County:

I'm pleased to present the Franklin County CSEA's 2002 Annual Report. Last year was another year of solid accomplishment and progress. We continued work on refining our business plan, updated our internal processes, completed a number of important special projects, and continued planning for the future.

Meeting the goals of our business plan was of paramount concern last year. I'm happy to report that we met all but one. We fell short by two percent of meeting our goal for collecting on arrearages. Had it not been for the downturn in the local economy, we would have met this goal also.

Special projects last year occupied a great deal of our time. These projects included the governor's executive order caseload review, a social security number search, conversion of cases from non IV-D to IV-D and updating children's health insurance.

The caseload review project was a statewide effort to provide child support refunds to families who were previously on public assistance and where the assigned child support had been withheld by the state. Our review effort was conducted over a six-month period and included over 11,000 cases. In late November, we became the first of Ohio's major metro counties to complete this caseload review project.

On the enforcement front, our performance in two areas was exceptional—utilization of Financial Institution Data Match (FIDM) and Ohio's Driver's License Suspension Programs. On FIDM, we collected over \$942,000 on 1,464 withdrawal directives sent out. The collections tally posted by our Driver's License Suspension Program was \$206,155 through suspension of some 2,913 Ohio driver's licenses. We were cited by the "Columbus Dispatch" as leading the state in the utilization of the latter enforcement tool.

The agency Web site continues to play a crucial role in delivering the most up-to-date child support information to our clients. During 2002 following a major upgrade in site information and design, we saw a 250 percent increase in "hits" on our site. We're very encouraged by this increase in "traffic" and with the positive feedback we have received.

We look forward during 2003 to the challenge of reducing the number of outstanding paternity establishment cases within our caseload. We intend to launch this initiative in the Spring. We also plan to continue our efforts to reduce outstanding arrears through implementation of an administrative lien program designed to reap increased collections from those who are seeking to purchase real estate or refinance their mortgages.

Sincerely,

Anthony R. Bond

Anthony R. Bond
 Director



YEAR 2002 INITIATIVES

Driver's License Suspension Program – During the first year that this new enforcement technique was available, Franklin County led all other Ohio counties in its utilization. The agency implemented this program (which targets obligors who are in default on their child support obligations) in November 2001 and by December 31, 2002 had suspended 2,913 Ohio driver's licenses. Lump sum collections directly traceable to this program stood at over \$206,000. We believe that this figure does not fully represent the strong positive impact on collections this program will continue to have as more and more individuals come back into compliance when faced with the possibility of losing their Ohio driver's licenses.

Caseload Review Project – In late November of 2002, Franklin County became the first of Ohio's major metro counties to complete its caseload review project. This statewide effort was necessitated when assigned child support was withheld by the state from families who had received Ohio Works First benefits between October 1997 and September 2000. Getting this money back to the most "fragile" of Franklin County's families made this a major concern for the agency last year. This was a very labor intensive effort. Over 11,000 cases were reviewed during the course of six months. These reviews generated over \$900,000 in child support refunds to Franklin County families.

Social Security Number Searches – Although the caseload review project was our "front burner" project for last year, other important projects were undertaken. During the course of one such project, we conducted an exhaustive search for social security numbers on thousands of absent parents. On about 10 percent of these cases, we succeeded not only in coming up with "socials" for these obligors, but in finding their place of employment, and following through with imposition of a wage withholding order.

Converting Cases to Title IV-D – Another project of particular importance during 2002 was searching through the caseload to convert cases which were previously non IV-D to Title IV-D cases. Out of 8,914 cases reviewed, we were able to convert 1,452 to IV-D cases. The cases converted during this project are now eligible for a variety of additional enforcement actions such as interstate enforcement, income tax refund offsets and unemployment compensation withholding. These conversions also bring in additional federal dollars, which help to defray agency operating costs.

Updating the Child's Health Insurance – During 2002, we did a search for health insurance availability for children within our caseload and updated our systems to reflect this. Through this effort and follow-on enforcement actions, we were able to steadily increase the number of children's health insurance orders in effect throughout our caseload. By year's end, we had increased the number of cases with health insurance orders from 19,794 to 25,099.

Work Schedule Changes – In response to a study of telephone/walk-in inquiries that was conducted in May, we've changed some employee work schedules to better accommodate traffic during peak business hours. This study was an outgrowth of our Customer Service Improvement Plan which went into effect during 2001. During 2002, we fielded 312,716 incoming calls and we saw 25,034 clients who walked into the agency for service.

Role of QA Unit Expands – Our Quality Assurance Unit took on an expanded role in 2002. The unit now reviews the administrative orders being generated by agency hearing officers in addition to auditing new orders being entered onto the SETS system. The unit built upon its 2001 performance conducting internal reviews of all agency-generated, court documents by achieving a 90% reduction in paperwork returned by

the court. During 2002, our QA staff also completed the first comprehensive procedures manual for agency wide use. Now all members of our staff have access to the internal processes of each agency department.

ONGOING INITIATIVES

Posting Record Numbers of Arrests – On the enforcement front, deputies assigned to the Child Support Enforcement Unit of the Franklin County Sheriff's Department arrested 321 child support offenders during 2002. Two hundred fifty-three of these arrests were made on criminal non-support (CNS) warrants. Since 1992, our efforts to obtain both civil and criminal warrants have resulted in the apprehension of 2,498 child support offenders.

CNS Referrals and Indictments – During 2002, the CSEA referred 353 cases to the Franklin County Prosecutor for criminal non-support review. These cases represent the most serious instances of negligence in the child support arena. Of that number, the Franklin County Prosecutor was successful in obtaining 258 indictments last year before Franklin County Grand Juries.

CSEA Web Site – Last year 32,192 people logged onto our Web site to obtain information about the agency and the child support program. This was a 250 percent increase in Web site traffic from the previous year. The information that we have been receiving through our feedback section indicates that our recent reconfiguration and upgrade of the site have been very well received. New menu options include frequent customer alerts, a complaint resolution option, Ohio's Child Support Enforcement Manual, and Ohio's Child Support Guidelines, to name just a few. We receive and answer, on average, upwards of 90 e-mail queries from parents each month through this medium.

Data Matches with Financial Institutions – The agency continued last year to lead the state in Financial Institution Data Match (FIDM) collections. During 2002 on 1,464 withdrawal directives sent out under this program, we collected over \$942,000. The FIDM program enables our support officers to locate accounts maintained by financial institutions operating throughout the country which belong to non-custodial parents who are delinquent in paying their child support obligations.

UPCOMING INITIATIVES:

Administrative Lien Program — During 2003, the CSEA will begin the practice of placing administrative liens against the real or personal property of individuals determined to be in default on a child support obligation. The agency has begun to work out the protocols of this program with the Office of the Franklin County Recorder where these liens will be filed. The beauty of this enforcement tool is that these liens, while levied against all personal property, are also enforceable on "after-acquired" property...that is, any property or real estate acquired by that person following imposition of the lien. The agency hopes to reap increased collections from those obligors who are seeking to refinance their mortgages in the current "buyer's market."

Paternity Initiative – In late 2002, agency administrators turned their attention to the challenge of reducing the number of outstanding paternity establishment cases in the agency's caseload. The County Commissioners were briefed and \$100,000 in funding was obtained to set in place a paternity initiative designed to reduce the backlog in paternity establishment cases in the county. The dimensions of the problem have been taken and case profiles worked out, along with objectives and measurement standards for goal accomplishment. With over 6,000 out-of-wedlock births in Franklin County last year, our goal is to get these parents to cooperate in submitting to no-cost genetic testing.